ABSTRAK

Penelitian ini berjudul Analisis dan Perancangan sistem pengukuran kinerja pegawai pada PT Docotel Teknologi dengan menggnakan metode *Balanced Scorecard*. Konsep kinerja pada dasarnya dapat dilihat dari dua segi, yaitu kinerja pegawai (perindividu) dan kinerja organisasi. Kinerja pegawai adalah hasil kerja perseorangan dalam suatu organisasi. Sedangkan kinerja organisasi adalah totalitas hasil kerja yang dicapai suatu organisasi.Perancangan sistem pengukuran kinerja ini dibuat agar dapat membantu perusahaan dalam melakukan pengukuran kinerja setiap pegawai yang menggunakan sistem, sehingga proses penginputan, perhitungan, dan pengolahan pengukuran kinerja setiap pegawai tidak perlu lagi dilakukan melalui pengisian *form* yang terus dilakukan secara berkala. Analisis sistem informasi pegukuran kinerja pegawai dilakukan dengan cara menganalisis sistem yang berjalan di representasikan dengan menggunakan tools pemodelan sistem dilengkapi dengan analisis 4 prespektif yang ada pada metode BSC yaitu prespektif keuangan, prespektif pelanggan prespektif proses bisnis internal, dan prespektif pembelajaran dan pertumbuhan. Hasil dari pendekatan *balanced scorecard* kinerja PT.Docotel Teknologi dinilai sudah sangat baik dalam melakukan seluruh aktifitas proses bisnisnya. Kemampuan yang harus diperhatikan oleh perusahaan untuk mendukung kinerja dimasa depan yaitu mempertahankan kepercayaan pelanggan. Selain itu juga lebih diperbanyak pelatihan/training yang berperan penting dalam kepuasan kerja pegawai. Perancangan sistem pengukuran kinerja pegawai yang dilakukan di PT Docotel Teknologi yang dilakukan dengan cara merancang data, procedure, arsitektur dan interface. Hasil dari analisis perancangan sistem berupa dokumen kebutuhan sistem informasi pengukuran kinerja pegawai yang dapat digunakan sebagai bahan perancangan sistem yaitu, Form A Performance Appraisal dan Form B Performance Appraisal.

Kata Kunci : Sistem pengukuran kinerja pegawai, Analisis sistem informasi, *Balanced Scorecard* ,Analisis *SWOT*, Perancangan sistem

ABSTRACT

This study entitled Analysis and Design of employee performance measurement systems at PT Docotel Technology using the Balanced Scorecard method. The concept of performance can basically be seen from two aspects, namely employee performance (individual) and organizational performance. Employee performance is the result of individual work in an organization. While organizational performance is the totality of the work achieved by an organization. The design of a performance measurement system is made so that it can assist companies in measuring the performance of each employee using the system, so that the performance measurement of each employee does not need to be done through charging the form that continues to be done regularly. Analysis of information system performance measurement of employee performance is done by analyzing the current system represented by using system modeling tools equipped with 4 perspective analysis available in the BSC method, namely financial perspective, customer perspective, internal business process perspective, and learning and growth perspective. The results of the balanced scorecard approach of PT.Docotel Teknologi's performance are considered to be very good in carrying out all the activities of its business processes. The ability that must be considered by companies to support future performance is to maintain customer trust. In addition, training / training is also more important which plays an important role in employee job satisfaction. The design of an employee performance measurement system conducted at PT Docotel Technology is done by designing data, procedures, architecture and interfaces. The results of the system design analysis are in the form of information system requirements for measuring employee performance that can be used as system design materials, namely Form A Performance Appraisal and Form B Performance Appraisal.

Keywords: *Employee performance measurement system, Information system analysis, Balanced Scorecard, SWOT Analysis, System design*